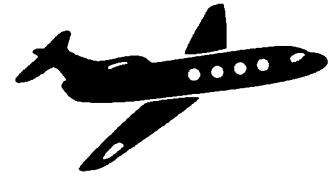


If You Get Bumped Off a Flight

KEY



Essential Question: What are the consumer rights for passengers bumped off domestic and international flights?

DIRECTIONS: Write responses to the following scenarios using the resource:

<http://www.atg.wa.gov/teenconsumer/pages/transportation/airtravelguidelines.htm>

and the links listed on that topic page.

Dear Phil

Recently, I was at the Denver airport as a passenger on the 3:00PM flight to London Heathrow. I was going on a three-week tour of Europe and flying on Vacation Airlines, flight 624. I arrived at the airport about two and a half hours early and proceeded to the monitor to check my flight status. Everything was going perfectly until the flight was ready to board. A "PA" was made, asking for volunteers to give up their seats to accommodate the standby passengers stuck in the airport. I approached the podium and spoke with the agent. After our conversation, they agreed to pay for my hotel room and food for the evening. I was booked for the 2nd flight out the next day. I left the airport, enjoyed my free dinner and night's stay, and woke the next day rested and ready to board my flight. I don't regret my decision to give up my seat, but I feel that there was more the airline could have done. I lost two travel days, due to the time change and my delayed schedule. What are my rights under these circumstances?

Sincerely
Stranded in Denver

Answers should include:

- The passenger was placed on the 2nd flight of the next day, rather than the first.
- The voluntary passenger did not ask for any kind of ticket voucher for time spent waiting.
- The passenger's rights included asking for immediate compensation (food, hotel, and ticket vouchers).
- The passenger could ask for additional compensation because of the overnight in Denver.

Dear Phil

I find myself writing you, due to a recent mix up at my local airport. I was flying home after a week long vacation from Key West. My route was Florida to Newark, New Jersey via Miami. My flight from Key West to Miami was scheduled to depart at 9:30AM and to arrive at 10:15AM in Miami. I was bumped off my first flight due to over booking, and had to wait on the stand-by list for the 12:00PM departure. I had to sit at the airport for the next two and half hours, hoping for the chance of getting on another flight. I was able to get on the 12:00PM departure, and arrived in Miami at about 1:00PM. When I arrived in Miami, I demanded some sort of compensation.

The airline would not give me any kind of compensation and would not give me information about why I was denied compensation. I stormed off mad, and was able to catch a later flight to Newark. I finally arrived in Newark at 10:00PM, 6 hours after my original arrival time. What could I have done differently? The airline gave me no explanation, can you?

Sincerely
Confused in Newark

Answers should include:

- The passenger's compensation was denied because of her trip from Key West to Miami was deemed "regional", and therefore making regular airline compensation policy inapplicable
- The airline should have given the passenger some kind of explanation as to the airline's rules and policies concerning regional or domestic air travel
- The passenger should have been persistent and not let the airline brush them off, they should have asked for explanation or to discuss the situation with a supervisor